

***APPENDIX G:***  
***INFORMATION RESOURCES***  
***STRATEGIC PLAN***



Table 1 – Goal, Objectives, Strategies

<b>TDH IR Goal A</b> <b>TDH will deliver seamless, integrated public health services to citizens through coordinated, statewide information systems.</b>	
<b>Supports Texas IR Goal 1</b> Texas state government will deliver seamless, integrated government services to citizens through coordinated, statewide information resources.	
<b>Supports TDH agency Goal A - PREVENTION AND PROMOTION</b> <ul style="list-style-type: none"> <li>Promote individual and community involvement in improving personal and environmental health.</li> </ul>	
<b>Supports TDH agency Goal D - PROMOTE EQUITABLE ACCESS TO HEALTH CARE SERVICES</b> <ul style="list-style-type: none"> <li>Promote equitable access to quality health care and public health education for all populations through private providers, public clinics, and/or private-public cooperative ventures.</li> </ul>	
<b>Supports TDH agency Goal E - COORDINATED HEALTH SYSTEM</b> <ul style="list-style-type: none"> <li>Coordinate public health policy and service delivery with state agencies, local governments, public and private sectors, and the public.</li> </ul>	
Objective 1	Align and prioritize information technology resources with agency and Health and Human Service Commission (HHSC) initiatives and priorities irrespective of organizational boundaries.
Strategy 1	Form an Information Resource Steering Committee (IRSC) with representatives from across the agency to establish information resource plans, policies and procedures.
Strategy 2	Prioritize and direct the use of information resource assets across the agency through the IRSC.
Strategy 3	Develop and implement an information systems migration plan that moves TDH from the current silo application system typology to an integrated application system typology meeting enterprise-wide objectives.
Strategy 4	The IRSC will work with the Service Delivery Integration Project Team to see that information systems support service integration as it is developed.
Objective 2	Coordinate and share information across TDH and with other agencies.
Strategy 1	Identify (through the work of the Data Management Workgroup and our public health partners) the data elements necessary to identify the public health status of communities and to help communities and TDH to improve health services.
Strategy 2	Implement systems using these data elements to monitor, track, process, analyze and report health care data to support improved health care and health outcomes at the community level.

Strategy 3	Provide detection algorithms on datamarts and Health Alert Network (HAN) database as appropriate to flag and alert appropriate health officials about potential emerging infections or terrorist events.
Strategy 4	Utilize the HAN as appropriate to communicate TDH goals and plans to our public health partners, collect health data, and provide alerts for infectious diseases.
Strategy 5	Form User's Group(s) of TDH data systems so that customers (internal and external to TDH) can share techniques of using the data, or collaborate on projects.
Strategy 6	Maintain video conferencing standards that align with Health and Human Service (HHS) agency standards and are based on industry standards such as H.323.
Strategy 7	Implement Internet Protocol (IP) telephony to facilitate voice communications between public health partners as opportunities present themselves.
Strategy 8	Involve and consider the needs of field operations staff in regional offices and hospitals in all agency-wide standards development, planning and support activities.
Objective 3	Provide citizen access to online services.
Strategy 1	Work with other HHS agencies to design, develop and implement Electronic Benefit Transfer System (EBT) that works across programs and agencies statewide.
Strategy 2	Provide standards for Web based information systems that improve data access, standardize interfaces and meet legislative mandates.
Strategy 3	Provide a long-term strategy to improve the reliability, accessibility, cost-effectiveness, and maintainability of network, desktop and telecommunications systems for internal and external customers.
Strategy 4	Move toward single line voice, video, and data transmission standards that align with HHS agency standards and are based on industry standards.
Strategy 5	Maximize the use of the Internet and low cost/high bandwidth connectivity such as Digital Service Link (DSL).
Strategy 6	Modify information systems and agency web sites so that all payments and forms accepted by TDH can be collected via the internet or other electronic means by the end of calendar year 2003.

**TDH IR Goal B**

**Enhance the performance of agency mandates, missions, and core public health competencies through appropriate application of information resources.**

**Supports Texas IR Goal 2**

Texas state government will enhance the performance of its agencies' mandates, missions, and core competencies through appropriate application of information resources.

**Supports TDH agency Goal A - PREVENTION AND PROMOTION**

- Ensure that prevention, promotion and education are integral parts of all public health services.

**Supports TDH agency Goal B - COORDINATED MEDICAID SERVICES**

- Develop a comprehensive approach to provide eligible Medicaid clients health care services that are integrated with other direct service delivery programs.

**Supports TDH agency Goal D - PROMOTE EQUITABLE ACCESS TO HEALTH CARE SERVICES**

- Promote equitable access to quality health care and public health education for all populations through private providers, public clinics, and/or private-public cooperative ventures.

Objective 1	Provide information systems that are “best of class” whether operated by the public or private sector.
Strategy 1	Enhance/extend (through outsourcing and/or re-engineering) the system life of the Electronics Claims Management System interface through new technology and to meet customer demands as well as legislative requirements.
Strategy 2	Seek opportunities to acquire “best of class” operations and/or systems through outsourcing to either the public or private sector.
Objective 2	Provide information systems that focus on improved delivery of services within TDH, with other HHS agencies and our other public health partners.
Strategy 1	Adopt and establish a structure for maintaining a data dictionary that includes data definitions and validation criteria for data elements that will be shared across the agency.
Strategy 2	The IRSC will work with the Service Delivery Integration Project Team to see that information systems support service integration as it is developed.
Strategy 3	Work with other HHS agencies to design, develop and implement Electronic Benefit Transfer (EBT) System that works across programs and agencies statewide.

Strategy 4	Implement and enhance Compass 21/Vision 21 Systems to provide improved operational performance, more easily accommodate changes in the health care marketplace and consolidate major Medicaid and non-Medicaid claims processing activities from other HHS agencies.
Strategy 5	Work with other HHS agencies to implement the Children's Health Insurance Program (CHIP) Information System to meet Legislative mandates.
Strategy 6	Expand Medicaid Information Systems, in coordination with other HHS agencies, to support improved service delivery, accommodate changes in the health care marketplace (especially growth sectors such as managed care) and meet Legislative mandates.
Strategy 7	Provide better management information through implementation of application standards necessary to support the development of datamarts and that enable analysis of service delivery trends and gaps.
Strategy 8	Implement information systems that tie outcome data to fiscal data for analysis and evaluation.
Objective 3	Build common frameworks and processes to share services and information between agencies.
Strategy 1	Implement the Integrated State-wide Administrative System (ISAS) in alignment and partnership with other HHS agencies.
Strategy 2	Collaborate with other HHS agencies to re-engineer and/or modify information systems and infrastructure as necessary to comply with and implement Health Insurance Portability and Accountability Act (HIPAA) standards.
Strategy 3	Design, develop and implement (in partnership with HHSC) an Information Resource Contracts Management Information System to improve management and administration of Medicaid contractors and sub-contractors across multiple agencies.
Strategy 4	Collaborate with other HHS agencies on the Texas Integrated Eligibility Redesign System (TIERS) to design, develop, and implement a shared eligibility information system to replace existing systems and improve services for eligible Texas clients, service providers, and multiple state agencies.
Strategy 5	Utilize the Intranet to maintain hardware and software inventories.
Objective 4	Provide rigorous information systems development and implementation processes to improve on time and within-budget project performance.
Strategy 1	Adopt a project management Quality Assurance Process that complies with Department of Information Resources Guidelines and is suitable for development environment at TDH.
Strategy 2	Provide and maintain an agency-wide hardware and software inventory to determine technology refresh needs.
Strategy 3	Adopt procurement and/or leasing plans for hardware and software that maximize value through economies of scale.

Strategy 4	Adopt and communicate funding plan for future the deployment of new technologies agency-wide in hardware, telecommunication, operating system, and desktop applications.
Strategy 5	Adopt a standard hardware and software refresh plan that enables cost-effective, equitable hardware and software replacement and maintenance agency-wide.
Strategy 6	Utilize Independent Verification and Validation (IV&V) consultant services, as appropriate, for development Projects Over Threshold, as defined in the Biennial Operating Plan, to ensure projects remain within budget, on schedule and meet all contract specifications.
Objective 6	Utilize Best Practices of common processes that exemplify quality information resources management.
Strategy 1	Identify (through a Best Practices review of those available) and adopt a System Development Life Cycle Methodology that is suitable for current and future technology and the public/private partnership development environment at TDH.
Strategy 2	Use Best Practices information to acquire and utilize knowledge base information to support standard products across the agency.
Strategy 3	Implement a capacity planning and asset management process with tools to monitor, evaluate and plan agency-wide infrastructure needs.
Strategy 4	Implement remote administration technologies to minimize the cost of maintaining networks at the local health department level.
Objective 7	Provide appropriate application of technology through the adoption and application of information resources standards and guidelines.
Strategy 1	Implement desktop configuration standards.
Strategy 2	Adopt and implement hardware, telecommunications, operating system, communications protocol, and desktop application standards that align with HHS agency standards.
Strategy 3	Establish a framework for development of agency-wide telecommunication and information system standards through the IRSC.
Strategy 4	Maintain video conferencing standards that align with HHS agency standards and are based on industry standards such as H.323.
Strategy 5	Adopt document imaging standards endorsed by the Association for Information and Image Management and the Document Management Alliance. Standards should allow use of multiple imaging platforms and systems, but with interoperability and interchange of image documents among them.

**TDH IR Goal C**

**Ensure the privacy, security and historical integrity of the information and information resources entrusted to the agency by the people of Texas.**

**Supports Texas IR Goal 3**

Texas state government will ensure the privacy, security and historical integrity of the information and information resources entrusted to the government by the people of Texas.

**Supports all TDH agency goals by providing an information resource infrastructure with appropriate qualities.**

Objective 1	Collect and use data appropriately to ensure the privacy of information managed by the agency.
Strategy 1	Continue to work with other HHS agencies to adopt and implement Health Insurance Portability and Accountability Act (HIPAA) standards, as they are available.
Strategy 2	Provide policies and procedures in alignment with state and federal privacy requirements that define privacy and security levels for all data collected by TDH and ensure the proper security for all levels.
Objective 2	Follow appropriate security and authentication measures to verify and protect information.
Strategy 1	Continue to work with other state agencies (HHS agencies, Department of Information Resources, General Services Commission, etc.) to adopt appropriate security measures for e-government applications.
Strategy 2	Establish dedicated and trained workgroups to monitor compliance with security procedures and serve as security administrators.
Objective 3	Ensure the long-term viability of electronic records using effective records management processes.
Strategy 1	Identify and implement tools for backing up data that allow efficient and reliable access and redundancy of storage.
Strategy 2	Publish guidelines for the implementation of records retention schedules for data collected and produced by the agency.
Strategy 3	Establish and implement agency-wide standards for document management systems.
Strategy 4	Provide and maintain contingency procedures for maintaining functionality of a shared information systems environment across multiple agencies and contractors to avoid disruption of services to internal and external customers and protect the integrity of health care data.



<b>TDH IR Goal D</b>	
<b>Provide agency-wide support services necessary to support application systems and infrastructures for both internal and external customers.</b>	
<b>Supports all Texas IR goals and TDH agency goals by providing an information resource infrastructure with appropriate qualities.</b>	
Objective 1	Provide agency-wide access to training resources for information systems and telecommunication skill sets.
Strategy 1	Adopt a basic information technology competency template for non-technical job classes agency-wide.
Strategy 2	Create and implement an agency information technology training plan for non-technical staff that would include template competencies, a funding plan, skills assessment, training opportunities, and skills evaluation competencies.
Strategy 3	Increase use of the Internet, Intranet, and Compact Disks (CD) to deliver Computer Based Training (CBT).
Strategy 4	Utilize the streaming video capability to provide technical training to TDH regional and local health department technical staffs.
Objective 2	Provide a technical Help-desk supporting both non-technical and technical staff agency-wide.
Strategy 1	Provide a central point of contact for software and hardware support agency-wide.
Strategy 2	Provide technical personnel in the TDH regional offices to provide technical support, and technology planning assistance to the local health departments within the Public Health Region.
Objective 3	Maintain a highly trained technical support workforce.
Strategy 1	Adopt a competency template for information systems and telecommunications support staff agency-wide.
Strategy 2	Adopt a staffing levels template defining support staff requirements (number and classification as determined by industry benchmarking and best practices) agency-wide.
Strategy 3	Create and implement a training plan for information systems and telecommunications support staff agency-wide that would include template competencies, a funding plan, skills assessment, training opportunities, and skills evaluation competencies.
Strategy 4	Increase use of the Internet, Intranet, and CD's to deliver Computer Based Training (CBT).
Strategy 5	Continue to work with other HHS agencies to identify and implement effective staff recruitment and retention strategies.